



911 TELECOMMUNICATOR

DEFINITION: To serve the public by the answering calls for emergency assistance and dispatching the appropriate personnel, equipment and emergency units in accordance with the location and nature of the call.

DISTINGUISHING FEATURES: Under general supervision, carries out full-performance level work in operating radio, CAD terminal and other communication equipment necessary for the efficiency and safety of emergency response personnel and the general public. Receives, responds, transmits, answers and/or verifies messages and/or inquiries received via communications equipment. Work is performed under the supervision of a 911 Shift Supervisor and in accordance with established rules and procedures. Must be able to work 12 hour shifts which includes weekends and holidays. Required to work on-call assignments as scheduled as well as assigned overtime when necessary.

EXAMPLES OF DUTIES:

1. Receives 911 calls and non-emergency calls on computerized telephone, cell phone, radio and other communicating systems; refers routine calls to the proper sources or responds according to departmental procedures.
2. Dispatches emergency personnel and equipment according to procedures and in accordance with the nature and location of the emergency; makes radio and telephone notification to utilities, law enforcement agencies and other concerned parties.
3. Provides EMD (emergency medical dispatch) via telephone to callers in medical emergencies as dictated by emergency medical dispatch protocol approved. through I.D.P.H. (Illinois Dept. of Health)
4. Trains newly hired Telecommunicators as assigned.
5. Uses standard operating procedures in transmitting orders to and receiving messages from a large number of police units; determines channel to use, priority of calls and number of units to dispatch.
6. Maintains computerized logs of all unit status changes and monitors alarm systems from fire consoles.



7. Recognizes duplicate calls and creates a CAD record. Maintains constant knowledge of all available units and pending/ongoing calls; keeps current information on street conditions and road construction work.
8. Responds to LEADS/NCIC inquiries and makes entries/cancellations as assigned.
9. Attends required and authorizing training.
10. Performs related work as required.

SUPERVISION RECEIVED

Work is performed within established policies and procedures under the supervision of a 911 Shift Supervisor who reviews work for the effectiveness of services provided, user satisfaction and results achieved.

SUPERVISION EXERCISED

Supervision of employees in the same or a lower-level class is usually not an essential task performed by positions in this class but may be required in some cases when aiding in the training of new employees.

WORKING CONDITIONS & PHYSICAL DEMANDS

Work is performed in an office setting and in the communications center. Work is essentially sedentary with occasional walking, bending, lifting of objects under 25 pounds, or minimal physical activities. Work requires the ability to sit for extended periods of time, to operate computers, monitor transmitters/receivers and to perceive and or discriminate colors, sounds, depth and texture.

KNOWLEDGE AND SKILLS:

Knowledge of the geography of the communities and names and locations of principal streets and buildings in the county and area.

Knowledge of main thoroughfares and access routes.



Knowledge of the principles involved in the operation of radio, telephone and related communications equipment.

Knowledge of computer-aided dispatch systems and computerized telephone system.

Knowledge of the general use of police, fire and emergency medical services.

Ability to speak clearly and concisely in a well-modulated voice and to use good dictation.

Ability to think and act quickly, calmly and accurately in emergency situations and under stress.

Ability to concentrate and coordinate skills in order to successfully complete multiple tasks simultaneously.

Ability to retain and summarize information and to relay information clearly, promptly and accurately.

Ability to work quickly and accurately under pressure.

Ability to type accurately at a minimum rate of 40 w.p.m.

Ability to professionally control telephone conversations in order to efficiently & effectively obtain accurate information for responders.

Ability to follow guidelines and procedures in handling 911 emergency and non-emergency calls, based on SOP standards.

Knowledge of all 911 Standard Operating Procedures, Rockford Fire Department Rules and Regs and Codes of Conduct as it pertains to 911 and City of Rockford Rules and Regs.

Ability to obtain and maintain certification in EMD, CPR & LEADS.

EDUCATION, TRAINING & EXPERIENCE:

Graduation from high school or the equivalent. Past experience in positions that require high public contact, telecommunication skills and working with computers. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may be substituted for the required experience.

Reports to: 911 Shift Supervisor

Class Code: 2123



Pay Grade: 26

FLSA: Non-Exempt
Group: AFSCME 1058 & FIRE

NECESSARY SPECIAL REQUIREMENTS:

Completion of approved Emergency Medical Dispatch Program, CPR and LEADS certifications within one year of employment.

Residency requirement: Classified employees hired after January 1, 1984 may live anywhere in Winnebago County or anywhere within an area fifteen (15) miles from the Public Safety Building within six (6) months of their date of completion of probation. Employees hired prior to January 1, 1984 shall be subject to their conditions of employment in effect at that time.

Jessica L. Jones SPHR: Director of Personnel

Date: